

DOCUMENTATION FOR THE GENERIC CLEARANCE OF CUSTOMER SERVICE SATISFACTION COLLECTIONS

TITLE OF INFORMATION COLLECTION: ED Facts Partner Support Center Customer Service Survey

SURVEY **FOCUS GROUP** **SOFTWARE USABILITY TESTING**

DESCRIPTION OF THIS SPECIFIC COLLECTION

This survey measures end-user customer satisfaction with the ED Facts Partner Support Center (PSC) service received during the resolution of a specific issue (ticket). Users consist of employees of State Education Agencies who call or email the PSC for support with ED Facts applications and data collection year round. Results are used to improve the service process, employee training, and user outreach/documentation. A link to the survey is included in each email resolution from the PSC to state users. Each state user can then (on a voluntary basis) complete the survey to evaluate the service experience received on that particular ticket (issue or question). The survey takes 1 to 3 minutes to complete. A pilot test of the survey was conducted with 5 states and changes included in the final version of the survey.

A copy is being provided with this application.

AMOUNT OF ANY PROPOSED STIPEND OR INCENTIVE

No payments will be made.

BURDEN HOUR COMPUTATION (*Number of responses (X) estimated response or participation time in minutes (/60) = annual burden hours*):

Category of Respondent	No. of Respondents	Participation Time	Burden
SEA ED Facts Coordinator	200 per year	3 minutes each	10 hours
Totals	200	3 min	10 hours

BURDEN COST COMPUTATION

Category of Respondent	No. of Respondents	Hourly Rate	Response Time	Total
SEA ED Facts Coordinator	200	\$38	3 min	\$380.00
Totals				\$380.00

STATISTICAL INFORMATION

No statistical methods are being used.

REQUESTED APPROVAL DATE: Dec. 3, 2010

NAME OF CONTACT PERSON: Deborah Newby

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ED DEPARTMENT, OFFICE: OPEPD, PIMS

